

THE OFFICE OF EFFICIENCY REVIEW BEST PRACTICES & GUIDELINES FOR IMPLEMENTATION

Enterprise Wide Approach for Imaging

Name of Agency & Director

Arizona Department of Administration (ADOA), Director William Bell

What is “Imaging”

Imaging is the process of electronically capturing, storing, and displaying, documents. Imaging Systems are composed of hardware and software that manage the electronic storage and archiving of documents for organizations that work with large volumes of paper. Imaging can dramatically amplify efficiency at an organization by reducing space and eliminate dependence on cumbersome paper files

Background

Agencies have struggled with finding office space for storing documents and being able to easily retrieve them when needed. Considering the increasing costs associated with storage space and the cumbersome paper based retrieval process, it is imperative to consider a more efficient approach. While many agencies would like to implement the technology, initial investments and technological issues have been a deterrent. In response to this growing need, ADOA has created an internal consulting team to help find the best imaging solutions for agencies.

Savings and Benefits of Document Imaging:

- Decreased document retrieval times
- Improved search capability based on approved indexing methodologies
- Improved file security and control
- Improved data quality because images are never lost or damaged
- Reduced costly storage space for paper documents
- Better sharing of information between distributed workgroups
- Increased collaboration - can be viewed by multiple users simultaneously
- Improved disaster recovery and business continuity
- Reduced clerical support and document storage.
- Improved customer service – Reduced turnaround time
- Promotes inter/intra-Agency data sharing
- Provides initial steps towards ability to use Virtual Offices.

Partnerships In This Initiative

ADOA has partnered with GITA, Arizona State Library, Archives & Public Records and The Office of Efficiency Review to create a Statewide Image Users Group. The Goals this group is to serve agencies by:

- Laying out a strategic roadmap for implementing imaging in order to maximize efficiency.
- Provide resources- ADOA will provide technical infrastructure (servers, backup tapes, disaster recovery, support, security, database support, integration with existing applications).
- Provide Project Management/Customer Relationship Management.
- Provide Web Interface (application support, image viewer).

How to Begin Implementing at Your Agency

1. Select an Operations Manager/s that understand agency documents, workflow and business functions.
2. Select a IT Manager
3. Ask staff members to arrange a consultation by contacting ADOA staff below.

ADOA Points of Contact

Lori Massegee, Deputy Assistant Director and Deputy CIO
ADOA Information Systems Division
lori.massegee@azdoa.gov
602.542.1422

John Harrell, Project Management Office, Manager
ADOA Information Systems Division
john.harrell@azdoa.gov
602.542.8145